

PATENT ABSTRACTS OF JAPAN

(11)Publication number : 11-238087

(43)Date of publication of application : 31.08.1999

(51)Int.Cl.

G06F 17/60

(21)Application number : 10-040155

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(22)Date of filing : 23.02.1998

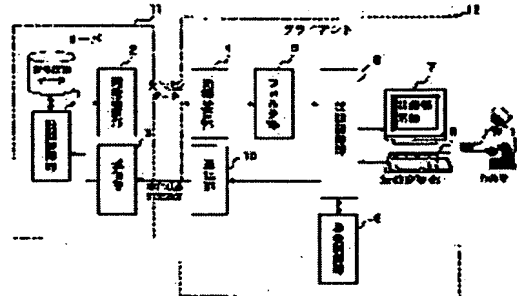
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(54) BUSINESS MANAGEMENT METHOD AND DEVICE, AND STORAGE MEDIUM WHERE ITS PROGRAM IS RECORDED

(57)Abstract:

PROBLEM TO BE SOLVED: To perform business management even for a non-routine job or even in a work system wherein a worker's role is not well defined by allowing all workers to share business information through multi-address communication and determining necessary operation and their role by their own judgement according to the business information.

SOLUTION: A server 11 always has a registration report on a new business item or business information change report received by a communication part 3 from a client 12 and starts a processing when receiving any information. Once the processing is started, a state management part 1 determines whether it concerns the registration of a new business or a change in an existing business, and generates an entry of the new item on a data base and sets it in an unprocessed state in case of the registration of the new item. Here, a necessary work and assignment are determined by a worker's judgement, and when the state of a business item is changed on the indication, the state of the item on the data base is changed. Then the new state of the item is informed through a multi-address communication part 2 to all workers.



LEGAL STATUS

[Date of request for examination]

[Date of sending the examiner's decision of rejection]

[Kind of final disposal of application other than the examiner's decision of rejection or application converted registration]

[Date of final disposal for application]

[Patent number]

[Date of registration]

[Number of appeal against examiner's decision of rejection]

[Date of requesting appeal against examiner's decision of rejection]

[Date of extinction of right]

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PARTIAL TRANSLATION OF JP-11-238087(A)

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In the embodiment of the present invention, all the job states are presented to the worker for his or her selection to process a selected job.

Then, it will be possible to also manage any non-routine jobs or the work handling sequence even if it is not well defined by the job manager.

As all the job states are broadcast to all the workers in the above embodiment, a number of jobs presented to each worker might cause a heavy load in selecting a job from the enormous job list. It may be necessary to previously distribute certain predetermined jobs into the specific workers based on equality among their job loads or on their separate discipline. In these cases, it will be possible to present some candidate jobs selected by using the filter part 5 in advance for the workers.

